

Easterling, Deborah

005211
229495

From: Easterling, Deborah
Sent: Monday, May 02, 2011 2:17 PM
To: 'Kevin'
Subject: RE: Regarding Docket # 2011-47-WS

Dear Mr. Keene:

This is to acknowledge receipt of your email to our PSC Website Comments.

I am forwarding your email to our Clerk's Office for handling. Your email will become a part of Docket No. 2011-47-WS and will be posted on our website under this Docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling

From: Kevin [<mailto:kkeene@sc.rr.com>]
Sent: Sunday, May 01, 2011 6:34 PM
To: Contact
Subject: Regarding Docket # 2011-47-WS

Whomever,

Forgive me, but have you lost your freakin' MINDS?!?!

I was alerted to a proposed increase by way of a flier left curbside, at my mailbox. Had I not seen that, I wonder how I would have been alerted to this nonsense? I'm not even certain where it originated, but nonetheless...

At first blush I'm thinking, "Wait...this has to be a typo?" I mean EIGHTY percent!? That rather suggests that these folks feel they've been receiving far less in compensation for the rendered services, and they're trying to play catch up in short order. Are they experiencing some financial issues, and hope the homeowners will help bail them out?! A "rate increase" by a service provider company would come perhaps in increments of possibly 5-10% over an extended period, wouldn't they? I don't past history in front of me on other companies and their increases through the years (electric, waste, phone, etc), but if I were a bettin' man, I'm bettin' that NONE of them has ever sought such a marked difference.

Secondly, even if the service was stellar, I can't imagine a company proposing such an increase. Keep in mind though, this company has been in the business of frustrating its customers as long as they've had the contract in this area, FACT! If you frequent a local restaurant and even though the food is of good quality, don't you expect the service to match? Good food and poor service makes for a bad dining experience, and while great service doesn't replace good food, a person can kind of "put up" with food that is not up to snuff. Well in the case of this water on the brain water company, we've neither experienced good service, OR good water!

I've attended just one of several meetings of local homeowners over issues of rates that are already out of line, along with poorly kept records within the company that flowed right over to the homeowners. Issues of both inaccurate bills having been received, confusing and inaccurate billing cycles, & late billing just to name a few.

Let me go back to my initial statement and give you the benefit of the doubt...did someone go dyslectic, and perhaps it was meant to read an .08% increase?

My home owners insurance, property tax, and every financial obligation attached to living at my current address have NEVER...and I repeat NEVER had an increase to the tune of 80%!?!?!?! In fact, I'd wager to say that multiple increases over extended periods with service related companies related to our home don't even add up to 80%!

On and on I could go, but suffice it to say, that this homeowner is fed up with this type of irresponsible management of a company, and everything that is associated with them. My solution?...take their own water, and water board 'em!

Regards,

Kevin Keene

138 Mansfield Cir
Lexington SC
29073